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DIRECTOR'S MEMORANDUM: # 14-06FOR: REGIONAL ADMINISTRATORS AND DIRECTORS FOR
VETERANS' EMPLOYMENT AND TRAINING SERVICEFROM: 
GORDON J. BURKE, JR.
Director, Operations and ProgramsSUBJECT: Standard Operating Procedures for Requesting Transition Assistance
Program Employment Workshop Manuals

- I. **Purpose:** This memorandum is issued to provide staff with guidance for placement of and follow-up on orders of Transition Assistance Program Employment Workshop manuals.
- II. **Rescinds:** Director's Memorandum (DM) 11-04 dated, April 8, 2004.
- III. **Background:** The U.S. Department of Labor (DOL) operates under a Memorandum of Understanding (MOU) with other partner agencies to provide TAP Employment Workshops to separating and retiring military members and their spouses. The current MOU is dated December 1994. In accordance with this MOU, the Veterans' Employment and Training Service (VETS) is responsible for providing a TAP Employment Workshop manual to each workshop participant. In order to ensure that VETS complies with this responsibility, the ordering process has been changed.

Each TAP Employment Workshop site should maintain a **minimum of a three-month supply of manuals on hand**. If the location can store more than a three-month supply, a higher volume of manuals should be maintained to reduce the risk of running low in the event of a shortage at the National Office warehouse.

Separating service members who are not able to attend a TAP Employment Workshop can download a copy of the TAP Employment Workshop manual from the VETS homepage at:
<http://www.dol.gov/vets/programs/tap/main.htm>

or

<http://www.nvti.cudenver.edu/TapFacilitator/home/index.htm>.

IV. **Ordering Process:** The following process is provided to inform all parties involved about their roles and responsibilities in ensuring that VETS remains responsive to its customers that provide TAP Employment Workshops.

The DVET or his/her representative has the primary responsibility for ensuring that each TAP site within the state maintains an adequate supply of TAP manuals and Keys to Career Success brochures for all planned workshops. Although there are circumstances that could unexpectedly deplete the supply on-hand, being proactive should keep last minute, high-cost deliveries to a minimum.

To ensure each site meets their requirements, requests should be submitted for **Total** number of manuals needed, not number of boxes. The number of manuals per box is not standard due to the variety of printing vendors being used. The warehouse will fill the order based on the total number of manuals requested. Additionally, each TAP Employment Workshop manual order will be matched with a subsequent order of Keys to Career Success key card brochures.

All requests for TAP Employment Workshop manuals must be submitted on the **attached order form** and will be processed as follows:

- TAP facilitators determine the number of manuals required to maintain an adequate supply of manuals and provide this information to the DVET;
- The DVET consolidates information from all TAP sites within the State and creates a **consolidated** order using the attached order form. This order form is forwarded electronically to the Regional Administrator for Veterans' Employment and Training (RAVET);
- The RAVET forwards TAP Employment Workshop manual requests from all States within the Region to the VETS Information Material Liaison, currently James Lowery at lowery.james@dol.gov with a cc: to Tapadmin@dol.gov NO LATER THAN the last day of the month (requests submitted later will not be processed until the following month);
- The VETS Information Material Liaison processes the requisitions and routes them to the DOL warehouse for handling and shipping NO LATER THAN the 5th day of the following month;
- DOL warehouse personnel prepare the order and ship the manuals;
- The VETS Information Material Liaison conducts timely follow-up on all orders and contacts the RAVET electronically to advise when manuals have been shipped from the warehouse;

- The DVET verifies that the manuals were received by contacting the designated point of contact at the TAP Employment Workshop site(s);
- The DVET notifies the RAVET when the order has been received.

V. **Actions Required:** This streamlined process establishes the following responsibilities:

The DVET will:

- Ensure a minimum of a three-month supply of TAP Employment Workshop manuals is on hand at each TAP Employment Workshop site;
- Provide the RAVET with the completed order form to request manuals for individual TAP sites in the State when the supply falls below the three-month level, no later than the 20th of each month;
- Follow-up with TAP Employment Workshop site points of contact to verify that requested orders are received; and
- Request follow-up action from the RAVET on requisitions not received at sites within 45 days of the request.

The RAVET will:

- Submit a consolidated request for TAP Employment Workshop manuals from individual sites in their Region no later than the last day of each month;
- Ensure the consolidated monthly requisition is sent to the National Office Information Material Liaison with a cc: to Tapadmin@dol.gov, using the attached order form; and
- Request follow-up action from the National Office Information Material Liaison on after notification by the DVET that requisitions were not received at sites within 45 days of the request.

The National Office Information Material Liaison will:

- Receive and consolidate TAP Employment Workshop manual orders received from RAVETS;
- Submit requests to the DOL warehouse no later than the 5th of each month;
- Follow-up with the warehouse to determine the date of shipment;
- Notify the appropriate RAVET(s) of the date of shipment;
- Follow-up on orders that have failed to arrive at their destination within 45 days of ordering upon notification by the RAVET;
- Maintain an adequate stock of participant manuals to fulfill requests from the field (at this time, a minimum inventory of 20,000 manuals should be maintained for immediate shipment); and
- Maintain accurate inventory and shipping records.

The National Office TAP Program Lead will:

- Serve as the TAP Employment Workshop manual liaison at the National Office.

VI. **Inquiries:** Any questions concerning this memorandum should be directed to Gary Norris at (202) 693-4724 or email at Tapadmin@dol.gov.

VII. **Expiration Date:** Until superseded or rescinded.

VIII. **Attachment:** TAP Employment Workshop Manual Request Form